2001: A Learning Odyssey
DPA Annual Training & Quality Conference

Join us at our new location, the Concord Sheraton, for two and one-half days of workshops and presentations on the latest trends in performance development. Network with other training and quality professionals and develop your personal action plan during the Learning Community Workshops that are interspersed among the content sessions.

TUITION AND HOTEL COSTS

Tuition for the conference is **$275**, which includes luncheon and evening workshops. *Tuition cost increases to $300 if we have to bill you after the conference.* Contact the Concord Sheraton at **(800) 325-3535** to make hotel accommodations. Reservations should be made as soon as possible, but not later than **February 4, 2001**, to ensure the receipt of the $84 government rate. Tell the reservation operator that you are registering for the 4th Annual Training and Quality Conference. *For directions to the Sheraton, ask for a map after you access* **www.sheratonconcord.com**.

Topic Track Legend
A. **E-Learning**
B. **Training Practitioner**
C. **Organizational Improvement Practitioner**
D. **Learning Leadership**

Again this year – Bring your Manager for one day of learning on Monday, February 26th!
For only $75, bring your manager with you to learn first-hand about the value of training and why it should be high on his/her list of priorities. We are enclosing a separate registration form for your manager in this brochure along with the conference registration form.

Monday, February 26th

8:00 – 10:00 a.m.
Registration

10:00 – 11:00 a.m.
Welcome Speaker, **Diane Just, Chief,**
DPA Training and Continuous Improvement Division

Keynote Speaker, **Eric Wahl, The Wahl Group**
Eric Wahl is an accomplished artist, speaker and trainer who will use his vision as an artist to educate and inspire us to explore new levels of performance.

11:00 – 12:30 p.m.
LEARNING COMMUNITY WORKSHOP I
The purpose of the Learning Community Workshop is to maximize the learning experience by assisting participants in planning for and applying information from the conference session to individual work situations. This first Learning Community workshop is focused on creating the foundation for professional collaborations and developing an individualized conference learning plan.

12:30 – 1:30 p.m.
Lunch with brief presentations by exhibitors

1:30 – 3:00 p.m. CONTENT SESSION I

A. **E-Learning: e-Hype or e-Trend? –**
Panel Discussion facilitated by Bob Segal,
Department of Education
This panel discussion will provide an opportunity for training managers and staff to share their experiences with a variety of e-learning methodologies, including: computer and web-based training, teleconferencing, electronic performance support systems (EPSS), and virtual classrooms. Participants will also discuss issues relevant to e-learning delivery, such as: computer literacy, evaluation of on-line learning effectiveness (including ROI), updating training policy, monitoring and reporting training costs, and selecting reliable sources of technology-based training.

**B. Charting, It's a Good Thing! –
Pam Burke, Department of Social Services**
Come and get some general guidelines and practical suggestions for charting. Do you wonder what to record and how to record it? Does pen color really matter? How do you add interest to your charts? Chart stands, pens, paper, tape and other pesky equipment! Organization and storage of charts, now you have them, what do you do with them? What's my role as a Recorder?

**C. Designing an Organization for High Performance –
Dean Link, Interlink Performance Group, LLC**
This session provides participants a model for diagnosing the effectiveness of an organization. The model clarifies the elements of high performance organizations: organizational purpose, leadership effectiveness, cultural strength, business strategy, organizational structure, process improvement, human resources, systems support, and continuous learning. Participants will identify possible targets for change as well as ideas for enhancing the performance of their organization.

**C1. The Internal Consultant: Skills, Thrills, and Spills
– Jerry Strong, Strong Consulting**
This presenter utilizes an interactive process of questioning and storytelling to reinforce the learning points and the lessons facing the internal consultant. He discusses the need for a positional charter to enable you to effectively make changes in your organization. He will also discuss the skills necessary to influence the leaders of the organization towards higher levels of improvement and performance and how to build a pool of talent internally and externally to aid your cause.

**D. Maximizing the Value of Your Training: Tools for You to Use Before and After Your Training –
Broc Stenman, Parks and Recreation and
Travis McCann, Consumer Affairs**
This session will add to the array of tools available to you for training needs assessment, cost-benefit analysis, and the transfer of training to the worksite. The session presenters will incorporate ideas from their own experiences along with those from session attendees.

**3:00 – 3:30 p.m. BREAK AND EXHIBITOR
          INTERACTION**

3:30 – 5:00 p.m. CONTENT SESSION II

**A. Using Your Intranet as a Learning Portal –
Kitty Williamson and Andy Pischalnikoff,
Franchise Tax Board**
Your department's intranet can be a powerful tool. Come see the Employee Opportunity Network (EON), a web-site dedicated to employee learning and career development. Highlights include how to create: a new kind of career ladder that empowers employees,

an online library, an online employee survival guide (employee orientation), and a comprehensive listing of internal and external courses.

**B. Training Design and Delivery Workshop –
Dr. Richard Schuttler, University of Phoenix**
Dr. Schuttler will discuss various modalities of training and how to design effective training programs to maximize return on investment as well as understanding the adult learner. This facilitated interactive session will give attendees an opportunity to participate in exercises that will deepen their understanding of how to apply these concepts to their workplace.

B1. Aplomb, Grace and Style or A Bomb, Mace and Pile(Driver)? – Travis McCann, Department of Consumer Affairs
Every trainer eventually encounters trainees that test every ounce of his/her patience and ability to respond professionally. This session will focus on how to handle these "challenges" without detracting from the effective-ness of your training session and without losing focus.

**C. Surveys as a Tool of Organizational Change –
Richard E. Mallory, Citygates Associates**
Mr. Mallory will discuss the reasons for using surveys to assist in organizational change, the different types of surveys, why people are afraid of them and mistakes and antidotes. He will provide participants with tips for doing surveys right and provide an exercise to demonstrate his techniques.

**D. Alignment: Training Policy, Plan and Evaluation –
George Steinert, Training and Continuous Improvement Division**
If training services are to help our departments achieve business needs, we must have a system in place which provides a coherent approach for planning what training is needed, who will receive it, how it will be delivered, how much it will cost, and how it will be evaluated. This requires effective alignment of training policies, plans, and evaluation methods. By staying focused on significant objectives and using sound policies and procedures, the details will fall into place much more easily.

5:00 – 6:00 p.m. BREAK

6:00 – 7:00 p.m. DINNER (included as part of the tuition)

**7:00 – 9:00 p.m. LEARNING COMMUNITY
          WORKSHOP II**
This second Learning Community is focused on checking personal learning objectives against the actual learning experience, sharing information and implementation ideas with other conference participants, reflecting on the learning strategies used and modifying the individual learning plan for the rest of the conference. This workshop will also be used to provide feedback about the conference to the conference planning committee to allow adjustments for the next day.

8:30 – 10:00 a.m. CONTENT SESSION III

A. Distance Learning Partnerships, The State Training Center Teams up with California State University, Sacramento (CSUS) to Develop e-Learning – Rosanne McHenry, Training and Continuous Improvement Division and a representative from CSUS

The State Training Center has partnered with California State University, Sacramento to develop the latest in instructor-led, web-based training courses. What challenges did the two organizations face in developing this joint on-line learning venture? How did they find ways to make it a win-win for both? Learn how they worked together to develop a ground-breaking, innovative agreement and create an exciting new series of courses to meet the needs of California's changing workforce.

B. Group Intervention Workshop – Diane Just, Training and Continuous Improvement Division *(this session is scheduled from 8:30 am to 12:00)*

This workshop is for anyone who is responsible for helping groups be effective. Whether you conduct training classes, facilitate group discussions or just run meetings, taking effective action to keep a group moving is essential. Through the use of a series of video case studies and group discussion, you will learn to apply a model that will help you understand what is happening in a group, develop strategies for intervening in the group and assess the impact of that intervention. Join us in this learning adventure.

B1. Can Adults Learn? Yes, No, and Maybe! – Phil Sherwood, Department of Fish & Game

This exciting presentation will focus on how adults learn and how you can access their dominant learning mode to effectively transfer learning. Practical examples and exercises are emphasized in this session. Come and find out how you prefer to learn and how you use this style in the classroom and in your presentations.

C. Change Management at California State Teachers' Retirement System (CalSTRS) – Steve Sphar, CalSTRS

This presentation will describe some of the lessons that we have learned in developing and executing the CalSTRS' change management strategy. The underlying assumptions and principles of our strategy will be explained by showing how they arose in real work settings during our process. The presentation will share our experiences with other government trainers, consultants and change agents and provide valuable insights into how change management solutions might work in their own agencies.

D. A Model for Aligning Training with the Business Need: A Case Study at Caltrans Using a Bottom-up Process – Stephen Halley, Halley and Associates

This presentation is a Case Study of how Mr. Halley's organization led Caltrans to change their methods and processes of Training Need Identification. He helped them achieve their success in identifying needs tied to their strategic objectives and receiving the necessary budget for training to improve their workforce.

10:00 – 10:30 a.m. BREAK AND EXHIBITOR INTERACTION

10:30 a.m. – 12:00 CONTENT SESSION IV

A. Why Online Learners Drop Out and What to Do About It – Eric Parks, ASK International

This session diagnoses the most common problems associated with dropout and makes specific recommendations for remediation. After completing the session, participants will identify common causes for attrition, identify the signs of attrition problems, and discuss the solutions to common problems including system performance, end-user incentives and poor courseware design.

B. Learning More After We Know It All – Jackie and Jack Fries, Voice Power Dynamics

Jackie (former "Little Rascal" of the famed "Our Gang" TV show) and Jack (former CBS journalist) will be discussing how to improve your presentation skills for greater professional and personal growth. Participants will learn how to find and sustain the proper pitch of your speaking voice, basic techniques for speaking at meetings or on audio or video recordings, control body language and facial expressions and speak distinctly before large and small groups.

C. Measuring and Maintaining Customer Satisfaction: Establishing a Journey to a World Class System – Ronald E. Frame, Quality Framed

Customer satisfaction leads to customer retention. This presentation will describe specific steps of how organizations can evaluate and implement appropriate measurements to increase and maintain customer satisfaction leading to long lasting customer relationships.

D. Accrediting the Learning Process and Other Lessons Learned by EDD University – Jim Drysdale and Karyn Lombard, EDD

In December 2000, EDD University (EDDU) received final approval from the *International Association of Continuing Education and Training* (IACET) to become an Authorized Provider of Continuing Education Units (CEUs) for its coursework. Attend this session to learn about the process for obtaining Authorized Provider status for your training organization. You will hear a brief history about the development of EDD's corporate university, and the process they followed to accredit their

training. A Certificate of Completion and .15 Continuing Education Units will be awarded for satisfactory completion of this presentation.

12:00 – 1:00 p.m. LUNCH

1:00 – 2:30 p.m. CONTENT SESSION V

A. So You Want to Be a Distance Learning Instructor? – Eric Parks, ASK International
Discover critical delivery tips, how to prepare for your first online course, and suggestions for tools and equipment. Each participant will leave with an online learning preparation checklist.

B. To Train or Not to Train? Effective Use of Human Performance Technologies – Dennis Banowetz, CSUS and Joan Strohauer, Department of Education
Does your current training provide measurable results? Is training the best investment for improving performance? In this workshop, you will learn a process to determine the cause(s) of poor performance and how to match the appropriate interventions.

C. Transitions and Transformations – Managing Change in Government Organizations – Eileen Jacobowitz, Synergy Consulting, Inc.
Managing change in government organizations is challenging, but quite possible. This session will make the elusive and misunderstood discipline of change management more accessible by: defining change management and exploring change theory; presenting a successful state government case study; providing a model and tools for planning and implementing successful organizational changes; and identifying key skills for change management professionals.

C1. Organizational Diagnosis: Weisbord Six-Box Model with the Turner Addition – Mel Turner, Department of Justice
The purpose of this presentation is to expose participants to a very useful model for diagnosing trouble in an organization. The model is called the *"Weisbord Six-Box Model".* We will also explore the benefits of the *"Turner Addition"* for public service consultants, trainers and facilitators.

D. Learning Management Systems: Big or Small, We'll Talk About Them All! – Facilitated by Lynn Novi, EDD
This will be an interactive panel discussion between the audience and the panel members who have implemented, or are in the process of implementing a training tracking system (both "home-grown" or packaged software). We will talk about several different learning management systems (LMS) packages, what functions they serve, cost information technology considerations/implications, and development and implementation factors.

2:30 – 3:00 p.m. BREAK

3:00 – 5:00 p.m. LEARNING COMMUNITY WORKSHOP III
The third Learning Community workshop is focused on continued professional collaboration and sharing; and reflection on learning and training strategies used in the content sessions and in the learning communities. Participants will begin to look at how they can apply the content session information on the job and will continue to reflect on the impact of various learning strategies on the quality of the learning experience.

Wednesday, February 28

8:30 – 10:00 a.m. CONTENT SESSION VI – FULL GROUP SESSION

Toolbox Time – Facilitated by Fern Johnson, Office of Statewide Continuous Improvement and Joan Strohauer, Department of Education
Join your peers for a roller-coaster ride through the "Tricks-of-the-Trade" world of Training and Facilitating. Learn from a cast of many about everything from Gap Analysis to Toys, Music and Games for Trainers. This Progressive Learning exercise will allow you to learn several tools in a short amount of time through the use of intense 20-minute presentations. Come join the fun during these whirlwind presentations and you will be energized and stimulated with more invaluable tools for your "toolbox".

10:00 – 10:30 a.m. BREAK

10:30 – 11:30 a.m. LEARNING COMMUNITY WORKSHOP IV
The fourth and final Learning Community workshop is focused on identifying significant learning from the conference experience, finalizing a personal action plan, and developing a follow-up strategy. Some time will also be devoted to preparation for the closing session where each learning community will share their significant learning with the rest of the conference community.

11:30 – 12:30 p.m. LEARNING COMMUNITY SHAREBACK AND CLOSING SESSION – Facilitated by Scott Winter, Odyssey Performance Enhancement Network